

**THRIFT SHOP AT FORT RUCKER  
EMPLOYEE HANDBOOK  
2012**

**I. Employment Policy**

- a. The Thrift Shop is an equal opportunity employer. That means that positions are filled without regard to race, marital status, color, religion, age, sex, political affiliation, physical disability, or national origin. Also, positions are filled on the principles of merit. Employees are hired, promoted, and reassigned based on their qualifications for the job and any requirements of the law.
- b. An individual is eligible for employment if s/he has a valid Department of Defense (DOD) ID card and is a family member of an active duty or retired service member. If an employee's military sponsorship is lost during employment, the employee may continue employment as long as s/he is able to access Fort Rucker Installation.
- c. All employment positions are considered scheduled intermittent positions. The employee is not eligible for sick leave or annual leave. The employee may be in a leave without pay status during Thrift Shop closings. During Thrift Shop closings, hours may be awarded and worked at the discretion of the Manager. The employee is authorized time off, two consecutive working days, with verbal approval of the Manager. More than two consecutive working days must be requested in writing and approved by the Manager at least one week prior, emergencies withstanding.

**II. Sexual Harassment**

- a. Sexual harassment is prohibited by law, and will not be tolerated. Sexual harassment includes any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature. Examples include deliberate or repeated unsolicited and unwelcome comments or gestures; or physical contact of a sexual nature which are unwelcome; or, implicit or explicit coercive sexual behavior to control, influence, or affect the career, salary, or job of an employee when:
  - i. Submission to such conduct is made either explicitly or implicitly a term or condition of a person's job, pay, or career or,
  - ii. Submission to or rejection of such conduct by a person is used as the basis for employment decisions affecting that person, or
  - iii. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.
  - iv. Any employee who perceives they are being sexually harassed by the Manager, Assistant Manager, co-worker, or peer, should make it clear that such behavior is offensive and report the harassment to either or all of the following: the Manager or Assistant Manager.

**III. You and the Manager**

- a. The day-to-day management of your activity and the Thrift Shop's employees is the basic responsibility of the Manager. The role of the Manager is to provide guidance and to help you do your job better. The Manager is responsible for and has the authority to:
  - i. Select or Separate Employees
  - ii. Approve and disapprove leave requests and certify time and attendance
  - iii. Set performance standards and goals
  - iv. Assign work and evaluate performance
  - v. Train and develop employees
  - vi. Recognize performance with appropriate awards

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- vii. Discipline employees as necessary
- viii. Review employee grievances and resolve complaints
- ix. Determine requirements to conduct business based actions
- b. You and the Manager/Assistant Manager are working together to provide a means by which the military and local community can purchase goods at affordable prices through the sale of donated and consigned items. The Manager/Assistant Manager will answer any questions you may have concerning the performance of your job. If there is something you do not understand about your job, discuss it with the Manager/Assistant Manager.

**IV. Payment Policy**

- a. You will receive your paycheck on the last working day of each month. If you have questions about your pay, talk it over with your supervisor.

**V. Work Schedule**

- a. The manager establishes work schedules which are emailed to the staff weekly. The standard work schedule is Tuesday 9 am to noon, Wednesday thru Friday 9 am to 2:30 pm and the first Saturday of the month 7:30 am to 12:30 pm unless the Saturday falls on a holiday weekend, then the following Saturday will be worked. From time to time it may be necessary to change schedules on short notice. When this occurs, every attempt will be made to give you advance notice.

**VI. Expectations**

- a. During business hours, you need to park on the side of the building that faces the bank drive thru in front of the donations shed or on the other side of the building at the end closest to the theater.
- b. During duty hours, you are expected to wear an authorized Thrift Shop t-shirt and jeans or shorts or other attire approved by the Manager. Two t-shirts will be provided you upon employment. One t-shirt will be provided annually if replacement is needed.
- c. You are expected to conduct yourselves in a courteous and professional manner at all times. A neat appearance and positive attitude are imperative.
- d. You will not use cell phones in any manner while on the clock except when business related, on a break, or in cases of emergencies. A cell phone may be kept in your pocket on vibrate or silent. If it should vibrate repeatedly, signaling a family emergency, you will speak with the Manager/Assistant Manager and ask permission to make a phone call home.
- e. Internet will not be used in any manner except for business purposes. Computer history may be checked at the discretion of the Manager/Assistant Manager. Employees found using the internet for anything other than store business will be written up.
- f. Work where help is needed throughout the store and/or as assigned by the Manager/Assistant Manager.
- g. Do not purchase items in the Thrift Shop with the intention of re-consigning the item, nor should you purchase items before they are consigned. This is very unprofessional and unfair to the consigners and customers.
- h. Purchase your desired items between 1:30 – 2:00 if working all day or at end of your shift. You should never, under any circumstances check your own items out on the cash register.

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- i. Have a receipt for items you purchased. The Manager/Assistant Manager may check bags or boxes to ensure all items have been paid for.
- j. Attendance
  - i. If for some reason you must be absent, or you will not be able to get to work on time, you must notify the Manager and if no response from the Manager, the Assistant Manager as early as possible (generally within 2 hours of your scheduled time to start work). A good attendance record is important and will be considered in your performance evaluation. Any absence over two days must be accompanied by a doctor's excuse in order to return to work. Being on time for work, well groomed and properly attired is the first step to good performance.
- k. Breaks/Lunches
  - i. Short breaks are permitted for increased efficiency or productivity. A 20-minute break may be authorized for each 4 hours of continuous work. The Manager, Assistant Manager, Cashier, and Clerks are authorized breaks. A break cannot be used as a continuation of the lunch period, nor can it be used to shorten the daily work schedule. This time is offered as a courtesy and is not mandatory under Federal and Alabama Labor Laws. If this 20 minute break is abused in anyway, the Manager, Assistant Manager, and/or Executive Board may remove this privilege for an individual or as a whole.
  - ii. If you are scheduled to work in excess of 6 hours, you will be scheduled a lunch. Lunches are no less than 30 minutes, or more than 1 hour. The lunch is not considered duty time and you are not paid for that period of time. If however, the natures of your duties require that you remain at the duty station, an on-the-job meal period may be established. In this case, you will be paid for an on-the-job meal period not to exceed 20 minutes.

**VII. Employee Benefits**

- a. Employees that work two or more hours get first choice (per Staff Treasures guidelines) of all consignments and donations that are priced the day that they work.
- b. Employees working two or more hours may purchase one white ticketed item at half price.
- c. Employees with at least 24 hours of accrued volunteer time in the Thrift Shop are eligible to consign 24 items on Wednesday or Thursday. The Manager may increase this limit at his/her discretion. Eight hours per month of volunteer time will be required to maintain this privilege. Employees and Volunteers will not include time spent consigning their own merchandise in their employee clock hours or volunteer hours total.
- d. Employees may withdraw their consigned items at no charge on or before the expiration date. You must initial and date the back of the tag when withdrawing an item.
- e. Sodas and water are available free of charge, to be consumed only when working. Do not carry open drinks in the customer areas.

**VIII. Job Description**

- a. The Manager will provide you a copy of your job description that describes the duties of the position for which you are required to perform. The Manager will discuss with you the duties of the position in detail. Ask questions if you do not fully understand what is required of you. Your job description may not identify every duty you may be required to perform. Therefore, refusal to perform reasonable assigned tasks may result in

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disciplinary action being proposed. If you question the validity of an assignment, discuss the matter with the Manager/Assistant Manager.

**IX. Training and Development**

- a. When you first begin work, you are given a general orientation by the Manger/Assistant Manager. There is some immediate on-the-job training given by these individuals or someone delegated by these individuals so that you know exactly what tasks and what procedures are used.

**X. Personnel Records**

- a. An official personnel folder is established at the time you begin employment. It will contain a complete record of your work history. Performance ratings, personnel actions, disciplinary actions, letters of commendation, and other authorized documents are a part of the permanent file. You will be provided copies of all documents as they are processed. It is recommended that you establish and maintain your own file of these documents. You have the right to review your official personnel file in the presence of your Supervisor. You must promptly report any changes such as address change or name change to your Supervisor.

**XI. Performance Ratings**

- a. Employees will be issued a performance evaluation and rating after 90 days of employment and then yearly in January. The system was established to evaluate the quality of employee performance on a continuing basis against realistic performance requirements. Employees are advised of requirements of their jobs, evaluated on their performance, recognized for exceptional performance, and provided necessary information in order to improve performance where identified. Performance is evaluated fairly and objectively and discussed with each employee. An annual performance rating remains in effect until superseded by the next successive annual rating. There are 4 official performance ratings that may be assigned to the employee's level of performance as follows:
  - i. Commendable or high performance which is consistently better than expected and produces results which exceed the requirements of the position.
  - ii. Satisfactory performance which consistently meets all normal requirements of the position.
  - iii. Needs Improvement performance which is below what is normally expected in the position, and which requires improvement in one or more basic aspects of the work.
  - iv. Unacceptable performance which does not meet the normal requirements of the position, and the necessary improvement has not been forthcoming.

**XII. Performance Counseling Statements**

- a. The Manager is responsible for the supervision of all employees and will verbally counsel employees as necessary to correct performance issues. Should work performance not improve, the Manager will complete a written Counseling Statement Form (SOP Appendix J) and counsel the employee in the presence of the Assistant Manager or Chairman.

**XIII. Safety**

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- a. Your good health and welfare are important to The Thrift Shop. You are needed on the job and not at home with an injury. Accident prevention is your responsibility. In order to remain injury free, you must comply with all safety rules and regulations. Report any safety violations or hazardous conditions you may observe. If you are injured on the job, you must report your injury immediately to The Manager or Assistant Manager.
- b. The Thrift Shop maintains a Fire Plan (SOP Appendix LL) and Fire Evacuation Plan for upper and lower levels (SOP Appendix MM and NN) in accordance with FR Reg 420-5. All employees will read and be familiar with the Fire Plan. The Fire Evacuation Plans will be posted in all areas of the Thrift Shop.
- c. Incident Weather
  - i. During normal working hours, the DCFA secretary will notify the Thrift Shop of emergency situations including bad weather alerts.
  - ii. All staff will abide by the Fort Rucker Severe Weather Warning System (SOP Appendix OO).
  - iii. Severe weather sheltering should occur in one of two locations in the Thrift Shop. If on the first floor, sheltering will occur in the consignment area vault. If downstairs, sheltering will occur in the employee break room.
- d. When activated, all staff will follow the protocol for the Fort Rucker Security Warning System for Intruder Alerts, HAZMAT, Chemical or Biological Warnings and Antiterrorism Warnings (SOP Appendix PP).

**XIV. Workers Compensation**

- a. It is important that all injuries be reported to the Manager/Assistant Manager immediately. They will complete the necessary forms once you have reported your accident or illness. If injured on the job employees make seek medical attention from any medical source.

**XV. Employee Grievances**

- a. It is The Thrift Shop's policy that all employees be treated fairly and equitably in all respects, and that those who feel they have not been so treated have a right to present their grievances to management. An employee will be free from restraint, coercion, discrimination, or reprisal.
- b. A grievance is a request by you for personal relief regarding working conditions or personnel actions. It is your obligation to seek assistance from the Manager/Assistant Manager in resolving such a complaint. You will find that a discussion between you and the Manager/Assistant Manager can solve most concerns before they become a problem. If at some point, however, you have an issue and have tried to resolve the matter through your supervisory chain of command without resolution, you may use the following grievance procedures.
- c. Informal Procedure
  - i. The employee and/or representative will, within 15 calendar days of the occurrence, present the grievance to the Manager. Grievances over continuing conditions may be submitted at any time.
  - ii. The Manager will make every effort to resolve the matter promptly and fairly. Every effort at resolution should be made including requesting assistance from the next level of Management. A written response will be provided to the employee within 7 calendar days. The response will summarize the issue, the

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consideration given, and advise the employee of the right to file a formal grievance within 7 calendar days if the employee is not satisfied.

d. Formal Procedure

- i. A formal written grievance is submitted to the Chairman of the Executive Board.
  - ii. Upon receipt of the grievance, the Chairman may resolve the grievance on the basis of the record, or designate the Executive Board to review the facts and make a recommendation to the Chairman.
  - iii. The Chairman will approve and implement the recommendation.
  - iv. All decisions made by the Chairman and the Executive Board are final.
- e. Certain matters cannot be grieved and will not be accepted by the Manager/Assistant Manager
- i. Separation during probation period provided all procedural requirements pertaining to the separation were met.
  - ii. Allegations of discrimination because of race, age, color, religion, sex, disability, or national origin can be grieved. These cases should be referred to the Fort Rucker Equal Employment Opportunity (EEO) Officer.
  - iii. Personnel actions voluntarily requested by the employee.
  - iv. Granting or not granting a performance award, pay adjustment, or any honorary or other discretionary award.
  - v. Wage or salary rates or schedules established by appropriate authority.
  - vi. Termination of a temporary promotion
  - vii. Advance warning of an unsatisfactory performance rating.
  - viii. Management decisions regarding budget, workload, organization and mission, which result in business based actions.
  - ix. Allegations of mismanagement when no form of personal relief to the employee is appropriate.
  - x. Employee performance rating.
  - xi. The content of performance standards.
  - xii. Separation for disqualification.
  - xiii. Separation for abandonment of position.
  - xiv. Letters of reprimand.

**XVI. Probationary Period**

- a. The purpose of the probationary period is to afford a final test of the employee's ability and fitness for the position as demonstrated by actual performance on the job. This period will be for 90 days from date of hire. An employee may be separated during the probationary period for failure to demonstrate the skills and character traits required for satisfactory performance in the position.

**XVII. Separation**

- a. From time to time it is necessary for employees to leave their jobs. This can be voluntary or involuntary. Examples of voluntary separation include that you resign because you are leaving the area, or that you accept another job locally. An involuntary separation could occur because of budget restrictions, to reduce its number of employees. Also, an employee could be removed for unsatisfactory conduct or poor work performance.
- b. Key Points to Remember

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- i. Upon separation, all Thrift Shop property, keys, correspondence, records, etc. must be accounted for, and any indebtedness must be settled before final payroll payment is made.
  - ii. The Thrift Shop wants to retain its productive employees, whenever possible. However, no one will be hindered from resigning or from transferring to another job.
  - iii. Management may neither force an employee to resign nor refuse to accept a resignation, whatever the reason. If, however, the employee resigns after having received official notice of a proposed separation for cause, the separation action will include a statement to that effect.
  - iv. As your part in keeping your voluntary separation fair and equitable, you are expected to advise management at least two weeks in advance of the date on which you plan to leave. This allows a reasonable time to find a replacement.
  - v. Be certain to provide your forwarding address to the Manager and Bookkeeper in order that you receive important Federal tax documents on time.
- c. Separation during Probation
  - i. If you are a new employee, you must serve a 90 day probationary period. An employee may be separated with minimal notice anytime during the probationary period for deficient performance, or unacceptable conduct. The employee cannot make a grievance during this probationary time if all the procedural requirements pertaining to the separation were met.
- d. Separation – Performance Based Actions
  - i. Performance evaluations are an ongoing process that includes continuing communications between the employee and the Manager/Assistant Manager. The Manager/Assistant Manager immediately upon occurrence will address performance problems. Counseling employees about specific performance deficiencies when they arise, and offering assistance can often prevent more serious performance problems.
  - ii. Any time that an employee fails to meet established levels of performance, the Manager/Assistant Manager must notify the employee in writing of the specific elements for which performance is unsatisfactory. The employee will also be informed of the level of performance that must be attained and the time that will be allowed to provide a reasonable opportunity to achieve the required level of performance. An employee, whose performance has been determined to be unsatisfactory after having been afforded an opportunity to improve, is entitled to a 14-day advance notice of action to be taken. Performance based actions may include reduction in pay level or separation.
- e. Separation for Cause
  - i. The Thrift Shops policy requires that any employee be separated immediately whose conduct or performance is such that retention would not be in the best interest of The Thrift Shop. Separations are taken for reasons as will promote the efficiency of the Shop.
  - ii. Management is responsible for recommending separations for cause.
  - iii. The following offenses warrant immediate disciplinary action to include separation. This list is not intended to be all inclusive:
    - 1. Insubordination
    - 2. Fighting or creating a disturbance resulting in an adverse effect on morale, production, or proper discipline.

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3. Drinking intoxicants on duty; or reporting for duty intoxicated to such a degree as to interfere with performance, be a menace to the safety of persons or property; or, be prejudicial to the maintenance of discipline.
4. Using any illegal drugs or medications not prescribed to the employee by a physician.
5. Absent from duty, which has not been authorized.
6. Theft of any kind to include Thrift Shop property or misuse of The Thrift Shop's equipment or materials.
7. Abuse or mistreatment of customers.
8. Debt complaints (neglecting or avoiding payment without sufficient excuse or reason).
9. False statements, misrepresentation, or fraud in completing application for employment or promotion or in other official records submitted to The Thrift Shop. Apparent oversights and errors, where satisfactorily explained, may be excused where not otherwise disqualifying.
10. Loafing
11. Notorious misconduct off duty
12. Failure to observe any written regulation or job description
13. Immoral or indecent conduct
14. Off-duty misconduct to such a degree that the employee cannot fulfill job responsibilities.
15. Knowingly making false or malicious statements against other employees, supervisors, or officials with intent to harm or destroy the reputation, authority, or official standing of those concerned.
16. Threatening or inflicting bodily harm, or physical resistance to competent authority.

**XVIII. Welcome to the Thrift Shop at Fort Rucker!**

- a. We hope that the information contained in this employee booklet is helpful to you as you begin your career with The Thrift Shop. If you have questions or concerns about your employment, the Manager/Assistant Manager is there for you and will be glad to assist and answer your questions as they may arise. Once again, welcome to The Thrift Shop team!

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## **Acknowledgment of Receipt of Employee Handbook**

I have received and reviewed the Employee Handbook in its most current form.

The Employee Handbook describes important information about *The Thrift Shop*, and I understand that I should consult Management regarding any questions not answered in the Employee Handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the Employee Handbook may occur. All such changes will be communicated through official notices. I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I acknowledge that this Employee Handbook is neither a contract of employment nor a legal document. I have received the Employee Handbook and I understand that it is my responsibility to read and comply with the policies contained in this Employee Handbook and any revisions made to it.

Employee's Name (printed): \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_